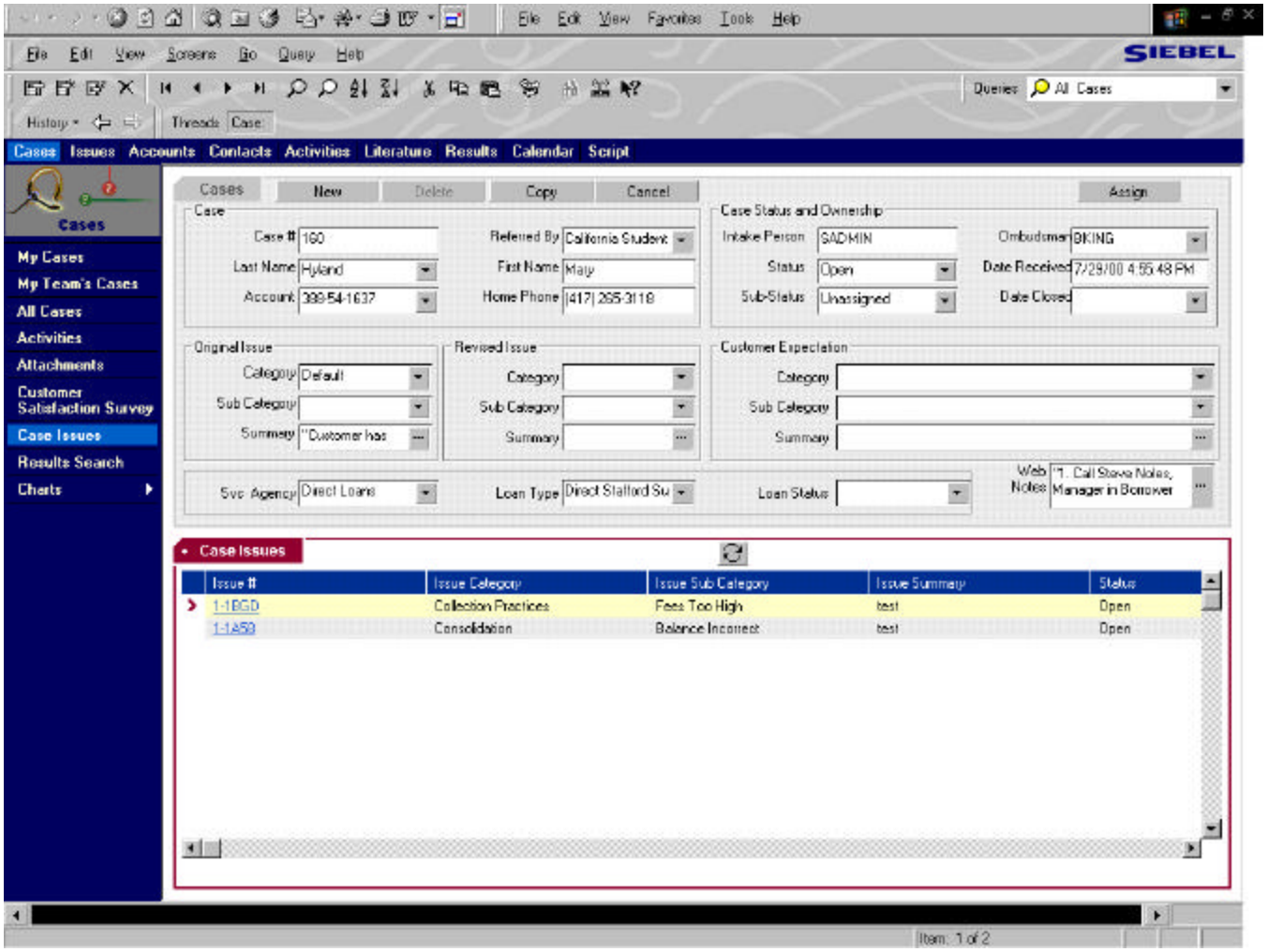
Case Issues View



View Description:

This view allows an Ombudsman specialist to work on multiple issues which relate to a single problem for a customer under a single case. New issues must be entered through this view in order to be associated to the appropriate case. A toggle button is provided on the "Issues" applet (the lower half of this view) which allows the user to determine the most convenient way to enter or view Issue information, in either the form or list applet.

OCTS Case Form Applet: *top half of view*

The form applet displays all pertinent case information for a given case in a single, scroll-free display. The data displayed is that of the active case in the list applet of the view from which the user navigated to this view.

For a detailed data mapping please refer to Appendix B-2

OCTS Issue List Applet / OCTS Issue Form Applet: *bottom half of view*

This applet has a toggle button in its top, center section. This button allows the user to choose between the Issue List Applet or the Issue Form Applet.

Issue List Applet: While the list applet may be used to enter or update activities, its primary purpose is to provide a list of all of the issues that are associated with a particular case. If the user wishes to update an issue, he or she may enter the new information directly into the list applet or click on the toggle button to view and edit the issue in the form applet.

For a detailed data mapping please refer to Appendix B-3

Issue Form Applet: This form applet serves as the primary place from which to enter new issue information or to update information in an existing issue. The form applet allows all pertinent issue information to be displayed on a single screen. Any issue entered in this view will be associated with the case displayed in the top half of the view.

For a detailed data mapping please refer to Appendix B-4